

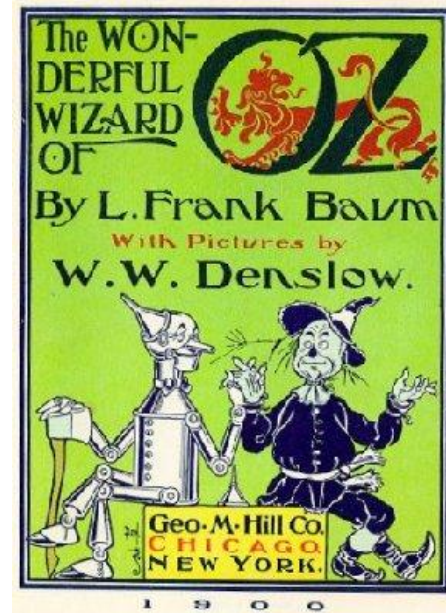
# Lessons From The Wizard of Oz

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# About the Story

- ▶ Adapted from the series of books by L. Frank Baum
- ▶ Released in 1939
  - ▶ Gone With The Wind, Goodbye Mr. Chips, Mr. Smith Goes to Washington, Stagecoach, Of Mice and Men
- ▶ Won 2 Oscars
- ▶ Starred Judy Garland (Dorothy), Margaret Hamilton (Wicked Witch), Ray Bolger (Scarecrow), Jack Haley (Tin Man), Bert Lahr (Cowardly Lion) and Frank Morgan (Wizard)



# About the Story

- ▶ Dorothy symbolizes the naïve “everyman” who wonders what life might be like “over the rainbow”
- ▶ Crisis forces Dorothy onto a journey of reflection and discovery
- ▶ Biblical allegory to Job who was accompanied by three companions



# About the Story

- ▶ Oz is an abbreviation of Ounce – a small unit of measure
- ▶ Munchkins are symbolic of little people
- ▶ Good and evil are portrayed by the witches
- ▶ The Scarecrow symbolizes the farmer, long thought to be stupid
- ▶ The Tin Man symbolizes the common worker held hostage by big oil



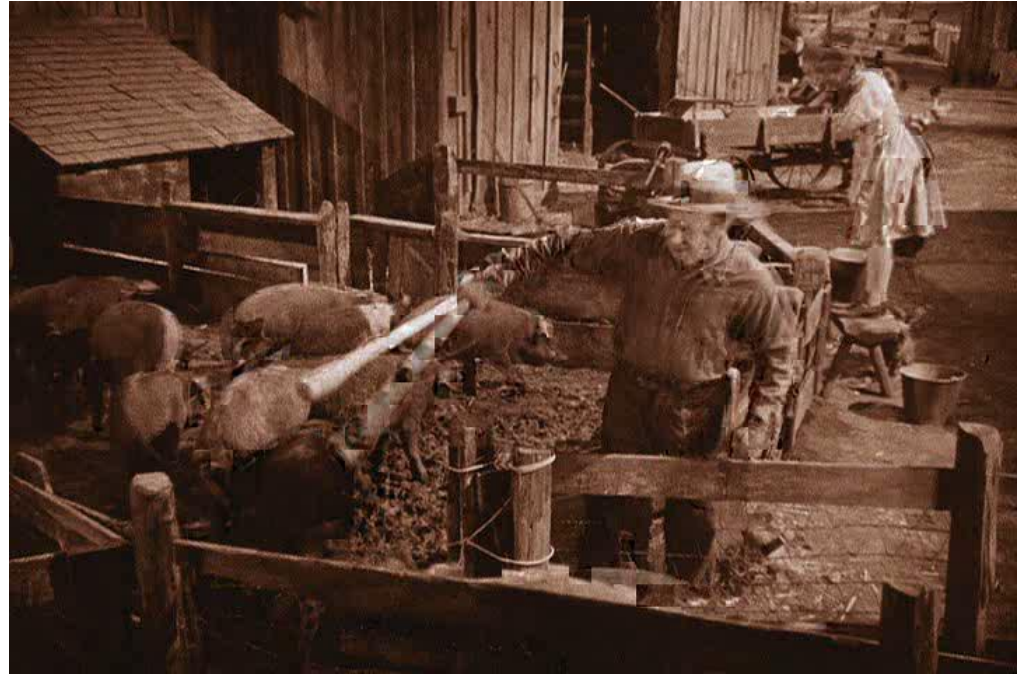
# About the Story

- ▶ Dorothy has a tough time of it. Almira Gulch takes her dog under color of law.
- ▶ Setup for what happens in Oz where she has unlimited resources – and lots of troubles



# Preparedness Begins with Observations

- ▶ Observations must be made in un-biased way during initial phases
  - ▶ Perspectives
  - ▶ Attitude of participants
  - ▶ Situation
  - ▶ Hogs vs. Dogs



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# Preparedness Begins with Observations

- ▶ Observations include demeanor, experience, perspective and other factors that color perception
- ▶ Beware of assumptions



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# Preparedness Includes Planning and Capacity Building

- ▶ Observations also include preparation, responses (or the lack thereof) to various problems
- ▶ Bad outcome does not make otherwise legal behavior, however stupid, illegal



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# What We Know

- ▶ Laws of Physics
  - ▶ Gravity
  - ▶ Energy ( $E=MC^2$ )
- ▶ Chemistry
  - ▶ Reactions
  - ▶ Constants
- ▶ Interoperability
  - ▶ 10% engineering
  - ▶ 90% discipline
- ▶ Reality
  - ▶ You are not alone
  - ▶ History tends to repeat itself (see *Exodus 22:7*)



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# What We Do Not Know (Yet)

- ▶ The Problem
- ▶ Response
- ▶ Cause
- ▶ Effects
- ▶ Who is Responsible
- ▶ Unknowns



# You Must Keep an Open Mind

- ▶ The Only Constant is Change
  - ▶ Technology
  - ▶ Knowledge Tools
  - ▶ Information Sources
  - ▶ Information Quantity
  - ▶ Information Quality
  - ▶ Speed
  - ▶ Higher Expectations



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# You Must Keep an Open Mind

- ▶ “Customers” may not look like what we expect them to and they may not be very appealing



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# You Must Keep an Open Mind

- ▶ Would you recognize it for what it is?
- ▶ Things are not always what they appear to be
- ▶ Trouble seldom calls for an appointment
- ▶ Safety is more important than ever – with some chemicals the sleep is permanent
- ▶ Situational Awareness is critical



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# The Yellow Brick Road...

- ▶ You can't get to the Emerald City without following the road
- ▶ More science
- ▶ More facts
- ▶ More speed
- ▶ You must develop (and maintain) relationships with those who will help in times of trouble.



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# The Yellow Brick Road...

- ▶ **Strategic Objectives:**
  - ▶ Recognize that there is a problem
  - ▶ Make it stop
  - ▶ Make it better
  - ▶ Determine why it happened
  - ▶ Return to normal



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# The Yellow Brick Road...

- ▶ Along the way there will be many who will offer solutions to problems you may not know you have, and some you don't have at all.....
- ▶ Some of these persons will be providing “helpful” commentary in the media.....



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# Sometimes Immediate Action Is Necessary...

- ▶ Preparation and practice plays a role in shaping the outcome
- ▶ Self help
- ▶ Some actions have unintended consequences
- ▶ All problems are local



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# Pay No Attention To The Man Behind The Curtain...

- ▶ Help may not be on the way
- ▶ The help that is coming, may not be what you want or need
- ▶ The Potato Chip Parable
- ▶ Good intentions are not always the same as good actions
- ▶ The Wizard is not to be feared, but is merely a common man



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# The Ruby Slippers...



- ▶ I could tell you, but you wouldn't believe me.....



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# Lessons From The Wizard of Oz

- ▶ Crises vary in nature, scope & cause
- ▶ Situational awareness is important
- ▶ Challenge yields discovery
- ▶ Practice improves outcome
- ▶ The journey has a range of emotion
- ▶ Perspectives may color outcomes
- ▶ Success requires heart, courage, brain
- ▶ Dorothy's vision: Go home
- ▶ Relationships are critical



# How Do We Get There?



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